

00-069

Bell Atlantic  
1300 I Street N.W.  
Suite 400W  
Washington, DC 20005

Fran Folgner  
Staff Manager - Federal Regulatory Filings  
(202) 336-7890  
Fax (202) 336-7858



June 20, 2000

Mr. Dale Hatfield  
Chief – Office of Engineering and Technology  
Federal Communications Commission  
445 12th Street, SW  
Room 7-C155  
Washington, DC 20554

Re: **Final Service Outage Report**

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Bell Atlantic service outage that occurred on May 20, 2000 affecting southeastern Manhattan in New York.

Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script that reads "Fran Folgner".

Enclosure

cc: R. Kimball  
K. Nilsson

No. of Copies rec'd 0+1  
List ABCDE

**BELL ATLANTIC – NEW YORK**  
**FCC NETWORK DISRUPTION**  
**FINAL SERVICE DISRUPTION REPORT**

This Final Service Disruption Report is filed by Bell Atlantic on behalf of its telephone operating company, Bell Atlantic-New York (BA-NY), in accordance with Section 63.100 of the Commission's Rules in the Second Report and Order in CC Docket 91-273, 9 FCC Rcd 3911 (1994), as revised by the Order on Reconsideration, released October 30, 1995, 10 FCC Rcd 11764 (1995). Bell Atlantic filed an Initial Report on May 22, 2000 notifying the Commission of an outage that occurred on May 20 affecting southeastern Manhattan in New York City.

On Saturday May 20, 2000, at 10:55 PM, the New York City Fire Department notified the Bell Atlantic Customer Service Center (CSC) in Southern Manhattan that a Bell Atlantic manhole on the northwest corner of East 14th Street and 1<sup>st</sup> Avenue (NYCMNY13) was on fire. This was the result of a secondary power cable burnout resulting in the generation of various gases in an adjacent Consolidated Edison (Con Ed) manhole. The accumulation of these gases in the confined space created an explosive environment that was ignited by the fault. The Bell Atlantic manhole contains more than 30 cables, of which 11 cables totaling 6800 pairs were damaged. The Fire Department restricted access into the manhole due to carbon monoxide fumes and Polychlorinated Biphenyls (PCB's). Bell Atlantic personnel did not get clearance to enter this manhole until Monday, May 22, at 2:00 PM. Service was totally restored by May 26 at 9:00 AM.

**Date of Incident:**

May 20, 2000

**Time of Incident:**

10:55 PM (22:55 hrs)

**Duration of Outage:**

5 Days, 10 Hours and 5 Minutes

**Geographic Area Affected:**

Southeastern Manhattan in New York City, New York

**Estimated Number of Customers Affected:**

A maximum of 5322 customer lines were affected.

**Type of Services Affected:**

Customers would have experienced a no dial tone condition on their lines and would not have been able to make or receive telephone calls.

**Estimated Number of Blocked Calls:**

Not Applicable

**Cause of the Incident, Including Name and Type of Equipment Involved and Specific Part(s) of the Network Affected:**

**Root Cause Analysis:**

Direct Cause: A fire burned the telephone cables.

Affected Element: Eleven copper subscriber cables

Outage Cause: A fire burned the telephone cables.

Duration Cause: Potentially unsafe levels of PCB prevented the splicing technicians from gaining access to the manhole for approximately 38 hours.

**Root Cause Finding:**

A fire destroyed eleven cables.

**Methods Used to Restore Service:**

- Before restoration, banks of coin telephones for area customers to place free calls were provided.
- Restoration efforts continued around the clock and by May 24, approximately fifty percent of the lines had been restored. Full service was restored by May 26.
- Bell Atlantic made every possible effort to repair damage to the cables as quickly as possible. Cables will be replaced as necessary later.

**Current or Proposed Company Practices Related to this Outage:**

None

**Network Reliability Council “Best Practices” That Relate To This Incident:**

None

**Describe How The NRC Recommendation(s) Could Have Prevented This Outage:**

Not applicable

**Steps Taken to Prevent Recurrence:**

Bell Atlantic has no way to prevent such incidents from occurring.

00-69

2

**BELL ATLANTIC  
FCC NETWORK DISRUPTION  
INITIAL REPORT**

TICKET #: 8SP-EMO

1. **DATE AND TIME OF INCIDENT:** 05/21/2000 01:23:00 AM  
2. **GEOGRAPHIC AREA AFFECTED:** Lower east Manhattan - NYCMNY13DS0  
Stuyvesant town (NYC)

3. **MAXIMUM NUMBER OF CUSTOMERS AFFECTED:** 5233

4. **TYPE OF SERVICES AFFECTED:**

☐ EMERGENCY-SERVICE ☐ INTERLATA ☒ OTHER  
☐ INTRALATA ☐ 800 SERVICES

5. **DURATION OF OUTAGE:** [X] Not available at this time

6. **ESTIMATED NUMBER OF BLOCKED CALLS:** [X] Not available at this time

7A. **TYPE EQUIPMENT:** Copper Span **VENDOR:**

7B. **APPARENT OR KNOWN CAUSE OF INCIDENT:**  
Explosion at non Company location burnt 8 subscriber cables.

8. **METHOD USED TO RESTORE SERVICE:**  
[X] Not available at this time

9. **STEPS TAKEN TO PREVENT RECURRENCE:**  
[X] Not available at this time

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,  
confidentiality is requested for items:  
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will  
be submitted expeditiously.

Request Supplement:

**DATE AND TIME OF REPORT:** 05/22/2000 04:05:24 PM

**CONTACT AND TELEPHONE #:** L Bertoli 212-693-3000

**NOTE:** Retention period is 5 Years